

CITY OF TEMECULA TEMECULA PUBLIC LIBRARY LIBRARY PLAN OF SERVICE

1. EXECUTIVE SUMMARY

Characteristics of the Community

The City of Temecula library service area population has increased by 3,137% between 1980 and 2000. In addition, the Temecula Valley Unified School District population has increased by 3,700% during the same 20 years. Such dramatic growth has had a tremendous effect on all public services, but especially on the schools and the Library.

One of the predominant user groups of the current Riverside County branch is young families with children. For these families, education is a high priority; they also have a high expectation of public library service. Student achievement in the Temecula Valley Unified School District is consistently among the highest in Riverside County, but the middle and high schools fall short of the State's mark of quality. Families with children expect that the public library will be a resource to support school research and efforts by parents to provide a preschool foundation in books and reading.

Adults look to the public library for materials to support lifelong learning and self-improvement whether it is professional materials, reference information, or pleasure reading. In addition to many residents for whom Spanish is their first language, Temecula is attracting international workers from Southeast Asia, many of whom need to refine their English language skills. The rapid growth of the Temecula area, especially among upwardly mobile young families, is a strong indicator that users expect excellent and improving library service.

Characteristics of the Library

The current County Library Branch is the busiest library in the Riverside County Library System by far, with an annual circulation of over 400,000 items (compared with the next most heavily used, Palm Desert, at about 270,000). Staff of the library offer a vigorous program of library services and is supported by an active Friends of the Library group and a core of committed volunteers. The library is extremely busy all open hours, with constant lines at the circulation desk. Program attendance runs between 75 and 100 persons. Library staff work to find new and innovative ways to deliver service from a building that has become dramatically undersized.

Services currently offered by the County branch library include:

- Regularly scheduled story hours for toddlers and for preschool children.
 - Family programs for ages K-8.
 - First grade class visits from all elementary schools in the Temecula Valley Unified School District.
 - A summer reading program with approximately 1,500 readers enrolled.
 - Adult book discussion groups that meet monthly at the library.
 - A substantial collection of materials to support genealogical research.
 - Internet terminals for children and adults (7 in all).
 - Interlibrary loan services for the entire county.
 - A Riverside County Economic Development Agency online information kiosk.
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- Literacy tutoring pairs that meet in the library.
- A heavily used collection of Spanish language materials.
- Rotating art exhibits in the library's rotunda.
- Approximately 75 volunteers, some contributing 20 to 40 hours per week.
- Community meeting room that is in constant use.
- Friends of the Library Book Shop located adjacent to the library.

When the City completes construction of the new Temecula Public Library, the City and County will enter into an operating agreement for the new facility. They have already agreed that the County will provide 60 hours weekly of library service at the new facility and will continue to operate the Branch Library for 30 hours weekly. The opening of the new Temecula Public Library will allow the provision of many service enhancements that have been requested by the community as identified in the Needs Assessment:

- Expanded hours of service over those now available at the County branch.
- High speed Internet access to meet the public's huge demand; access will be provided by use of the Library' desktop computers and via the patron's personal laptops using on of the numerous data drops and a wireless local area network.
- A Technology and Homework Center for K-12 students to obtain study assistance and support, and to use the latest technology equipment.
- A separate area for young adults to accommodate their needs for technology, media, and books.
- Story hours in English and Spanish.
- A larger and more flexible community meeting room.
- Videoconferencing capability in the Library's community meeting room.
- Study rooms for private study and tutoring.
- An International Languages Collection, featuring Spanish and Asian languages
- Expanded online resources including business and legal materials.
- Computer classes in English and Spanish.
- Expanded collections of popular media materials such as DVDs and CDs.
- Adequate parking for library visitors.
- An interdistrict delivery system that provides delivery of public library materials directly to school sites for students.
- Increased programming possibilities by groups such as the Friends of the Library and the local Jane Austen society.
- Adequate reader seating.

Continued use of the existing County branch library

This plan of service assumes that the Riverside County Library will operate the new Temecula Public Library, while continuing to operate the existing county branch library. The existing branch will function as an auxiliary facility providing many popular programs and services.

The Temecula Public Library will provide the library capacity and hours of service needed by the community to meet its library service needs. The additional programs and services provided through the Branch Library will enhance and expand services for all library patrons throughout the service area.

TEMECULA PUBLIC LIBRARY PLAN OF SERVICE

2. MISSION STATEMENT

A place to learn; a place to explore; a place to discover old traditions and new opportunities.

3. LIBRARY SERVICE GOALS, OBJECTIVES, AND SERVICE INDICATORS

Goal 1. – Children’s Services – Create an environment of excitement and wonder that will encourage young children to discover books and reading.

Objective 1.1 To provide Library services to all preschool children in Temecula, their parents and caregivers.

- Services Provided:
- Regularly scheduled toddler story hours.
 - Regularly scheduled story hours for preschool children.
 - Story hours offered in English and Spanish.
 - An exciting collection of materials to support early childhood reading.
 - Parenting materials.
 - Reading Buddies Program.

- Service Indicators:
- Number of pre-school children attending library programs; 10 percent increase over previous year.
 - Number of programs offered to pre-school children; 20 percent increase over previous year.
 - Use by parents of young children as measured by an annual survey of library users.
 - Evaluations of the annual orientation program for day care providers.

Objective 1.2 To reach all students in the Temecula Valley Unified School District, inform them of services available at the library, issue them a library card, and serve as a resource and curricular support to improve academic achievement and enjoyment.

Services Provided:

- First grade class visits
- Coordinate activities with the Even Start Program of the School District
- Programs for children K –8th grade and their families
- Reading promotion activities
- Strong print and non-print collection
- Interdistrict Distribution System

Service Indicators:

- Notify every teacher in the Temecula school system of the availability of the Technology and Homework Center and provide publicity materials to them for distribution to their students.
- Increase use of the library by students by 20% over current levels during the first year of operation of the new library as measured by an annual survey of library users.
- Increase by 10% the number of student-tutor pairs receiving literacy instruction in the new library.
- Increase by 20% the number of students enrolled in the library's annual summer reading program.
- Increase circulation of K-12 materials by 5%, through the use of the Interdistrict distribution system.
- Increase the number of tours for first grade students so that 100 more students can participate.

Needs Met by
Goal 1:

Overview. Community analysis, supported by staff observation and experience, indicate overwhelmingly that children are and will continue to be a primary clientele of the Temecula Public Library. Any visitor to the current County Branch Library will find, at any hour of the day, many children with their parents, discovering the joys of books and reading. This observation is borne out in output statistics that show that 52.9% of all books checked out in Temecula last year were juvenile materials. In the needs assessment survey conducted by Godbe Research and Analysis in early 2002, 43% of respondents expressed satisfaction with the library's children's services (55% had no opinion); however, when asked for their priorities for library services in the coming years, 55% ranked a larger children's activity center at either 4 or 5 in a scale of 1 to 5 with 5 being the highest priority. Further, respondents consistently rated children's services as either "critical" or "very important," including the following:

- Summer reading clubs (75% ranked as either critical or very important)
- Reading readiness programs for preschoolers (72% ranked as either critical or very important)
- Providing homework centers for students to get tutoring assistance (75% ranked as either critical or very important)
- Working directly with the grade schools and high schools in Temecula (80% ranked as either critical or very important)

The staff has met this demand in the current County branch library with creativity, originality, and enthusiasm. Over 60% of all toddler story hour attendance and over 18% of all preschool program attendance for the entire county library system was in Temecula. All these activities would continue and be expanded in scope and number in the new Temecula Public Library, with programming space continuing to be available in the existing branch.

While undersized, the children's library is a pleasant wonderland that creates an environment of exploration and adventure. The children's room in the new library will be a similar environment with a look and feel that sets it apart from the rest of the library. This plan also supposes that children's services will be maintained in the existing branch library in addition to those services provided in the new Temecula Public Library.

Needs Met by
Goal 1:
(continued)

Even Start Program. Library staff has been collaborating with staff of the school district's Even Start program for the past year. Staff of the Temecula Public Library and the school district would like to take advantage of cooperation in the new library to further coordinate activities of the family literacy programs currently offered by the Riverside County Library System and through the Even Start program. Both the library and the Even Start programs serve families by linking children and adults to library services as well as other community services and by empowering parents to be partners in their children's education. The School District's programs actively recruit tutors and volunteers to provide literacy tutoring and reading programs for all members of the family, and training in reading techniques to parents and other caregivers. Among respondents in the Godbe survey, 69% believe that adult literacy programs are a "critical" or "very important" component of library service.

The Even Start Program operates from a permanent facility located on an elementary school campus. This site accommodates the everyday Even Start services. However, there are occasions when a larger venue is required to appropriately deliver services to the participants. Even Start staff and library staff will also broaden and expand programming opportunities to the community.

Many of the amenities in the proposed Temecula Public Library would be available to the Even Start Program to prompt family literacy programs. An example might be the community room offers a large meeting area for Even Start parenting classes while children enjoy a story hour presented by library staff. Study rooms will be available for one-on-one adult literacy tutoring and the computer lab will be available for Even Start use to teach computer literacy classes. The Heritage Room might be used for ESL classes, job fairs, interview coaching, or other career development programs.

Because these programs will be offered on an ad hoc basis at the request of Even Start staff, it has not been included as part of the Cooperative Joint Use Agreement with the school district. However, the library, City and County remain committed to supporting these efforts and the goal, therefore, is included as part of the Plan of Service. Because we want to remain flexible in service delivery and the different programs require different types of facilities, we have not noted a "family literacy" area on our floor plan. All of the available library amenities will be available for Even Start family literacy programming.

Needs Met by
Goal 1:
(continued)

Toddler Story Hours. For some years now, the branch library has offered a very popular series of toddler story hours for two-year-olds. In these programs, unlike those for older preschoolers, parents are required to attend and sit with their children. This is an emergent literacy program designed to expose children and their parents to books at an early age. Children from this program are eager to “graduate” to the preschool story hour for ages 3 to 5. Staff would certainly continue these popular programs and seek to expand the number of them that could be offered.

Reading Buddies Program. The Temecula Valley Unified School District will implement and coordinate a Reading buddies Program to increase student literacy, help develop a love of reading, and connect proficient student and community volunteer readers with low proficiency readers.

First Grade Class Visits. Last year, the library conducted tours for nearly 1,800 first-graders from all elementary schools in the Temecula Valley Unified School District. The library and the school district agree on the importance of introducing children to the resources of the library in the first grade. The school district will provide transportation to bring students to the Temecula Public Library and will continue this commitment under the terms of the Joint Use Cooperative Agreement.

Programs for Children K – 8th Grade and their Families. The branch library currently offers programs for a variety of school-aged children and their families. These programs, which typically draw groups of between 75 and 100 attendees (over 150 children and adults attended a recent program called “The Living Desert”), feature special presentations and performances by members of the community as well as from outside the area. Two such programs are currently held each month. These programs will be expanded in the new Temecula Public Library. Another similar program offered for children through the eighth grade is a crafts program. The craft program, which usually draws approximately 60 children, will be offered more frequently at the new facility.

Goal 2 – Young Adult Services – To offer library services and resources relevant to the needs of students ages 12 to 18 and thereby assist in providing for teenagers a strong educational and cultural foundation for adult life.

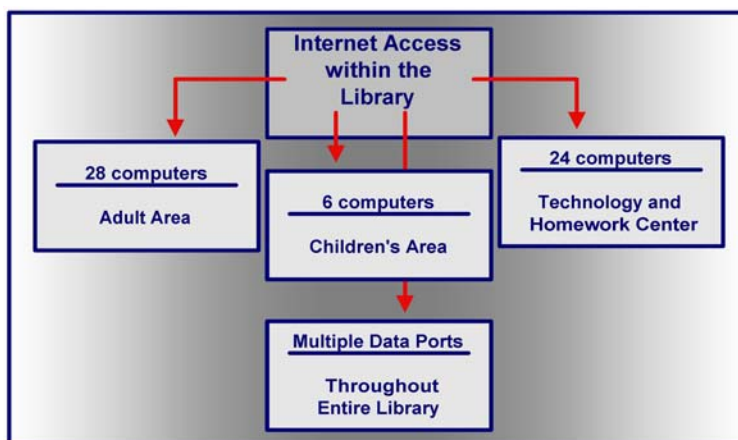
Objective 2.1:	Provide Temecula's teens with an attractive area of the Library with a variety of resources appropriate to the teen years.
Services Provided:	<ul style="list-style-type: none">• An inviting, separate space for teens in the library.• Age-appropriate collections of print and non-print resources.
Service Indicators:	<ul style="list-style-type: none">• Use by teens as measured by an annual survey of library users; increase over previous year.• Circulation of materials from the Young Adult area; percent of increase over previous year.
Objective 2.2:	Make available a Technology and Homework Center featuring the latest technology and basic homework assistance, in cooperation with the Temecula Valley Unified School District.
Services Provided:	<ul style="list-style-type: none">• Computer workstations dedicated to use by teens.• After school, evening and weekend homework assistance in a supervised atmosphere.• Training classes for teens on computer use, database searching and other technology topics. Includes web-based learning/training; web-casting a virtual teacher.• Access to the Internet via the Library's wireless LAN for students with their own laptops.• Access to electronic databases used by the School District for assignment completion.
Service Indicators:	<ul style="list-style-type: none">• Number of students (unique and total) using the Technology and Homework Center.• Provide 20 hours weekly of staffed services in the Technology and Homework Center.• Evaluation of training classes by participants.• Offer a minimum of 10 classes in computer instruction to young adults in the library during the first year of operation of the library.

Needs Met by
Goal 2:

Overview. Young adults as a group are often overlooked as a separate service group. Libraries have typically found it difficult to engage the attention of this group which is too old to use the children's collection and too young for the adult collection. While libraries will always have to compete with other distractions, we believe it is possible to offer services that can be relevant to this age group. We also believe that by offering those resources, we can retain this group as a viable user group.

In the needs assessment phone survey, 29% of respondents had children ages 13 or 14 in the household and 31% had children ages 15 to 18 in the household. Of these respondents, 80% of all respondents felt that it was critical or very important for the library to work directly with the grade schools and high schools in Temecula. The survey of students in Temecula schools revealed that among students' highest priorities for library services are (1) checking out books, (2) using the Internet, (3) reading books or magazines, (4) meeting friends at the library, and (5) using e-mail or chatting online. And while it is assumed that younger library users want to find all their information online, the result of the student survey shows that 33% would make a "bigger/better selection of books" their number one priority for improvement (as opposed to 20% who would have more computers and Internet access).

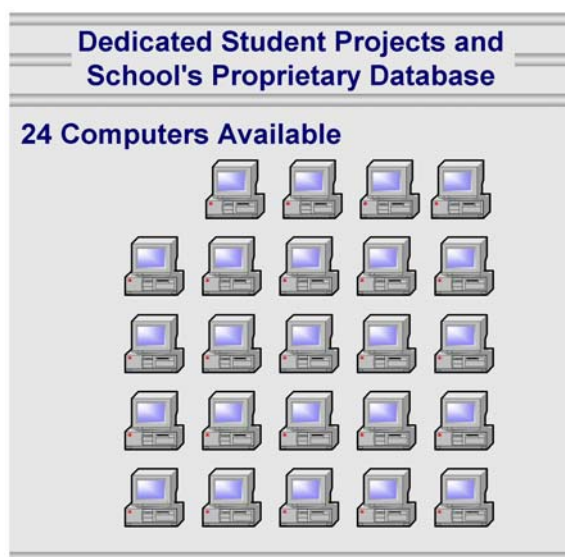
A separate space within the library. Among the limitations of the current branch facility is the provision of a defined area of the library for young adults. The new Temecula Public Library will create a space in the library that will be inviting and comfortable for teenagers. The area will feature comfortable furniture, a collection of materials geared toward teenage interests and academic needs, and will include other materials such as magazines and career and college preparatory collections. With space to grow, the number one student priority of providing a collection of books adequate and appropriate to the needs of younger library users would be met. The number of age-appropriate audiovisual resources available to young adults would also be greatly expanded.



Needs Met by
Goal 2:
(continued)

Technology and Homework Center. In the community survey (See the Community Library Needs Assessment, Appendix A), 75% of respondents believed a homework center for students in the public library is “critical” or “very important.” The City of Temecula, the Riverside County Library System and the Temecula Valley Unified School District will partner to provide computers in the new library dedicated for use by students with the dual purpose of supporting homework assignments and developing and augmenting computer literacy skills. The City will provide the computers while the County will provide the system maintenance and support. The county will also provide access to electronic databases and other content. The school district will provide staff to manage the center and facilitate student access to the resources needed to support their homework research needs. Staff will also provide individualized homework assistance and will plan and conduct computer skills classes. Other specific commitments to this program by the school district and the county are detailed in the Joint Use Cooperative Agreement between the City, County and District.

Computers dedicated to use by teenagers. While computer use ranked second to book use for most students, survey responses among students to desired services revealed that such activities as searching the Internet, using chat services, checking e-mail, and using software on the computers all ranked high as desired services. In the Technology and Homework Center, 24 workstations will be available to students K-12, not only for searching the Internet, but also to provide access to a variety of PC programs and applications. An additional 34 computers will be available to students throughout the Library. Approaches that have worked in other libraries, and which we would like to experiment with over time, would be to offer mini-classes and tutorials in such applications as web design, graphics, and programming.



Goal 3 – Adults – The library will be a resource for adults to continue their lifelong learning, aid their occupational goals, provide cultural enrichment, and assist in the education of their children.

Objective 3.1:	To provide a collection of sufficient breadth and depth to meet patron informational and entertainment needs for library materials.
Services Provided	<ul style="list-style-type: none">• A comprehensive collection of adult print resources.• A popular collection of audiovisual resources.
Service Indicators	<ul style="list-style-type: none">• Fill at least 80% of patron requests for library materials (print and non-print) as determined by sample surveys of library users.
Objective 3.2:	To provide a collection of reference materials and technology resources to meet the information needs of Library users; provide access to technology and technology-based information services; support the County Library's reference goals by serving as the Mid-South Zone regional reference center.
Services Provided	<ul style="list-style-type: none">• Reference collection of up-to-date materials adequate to meet patron needs.• Computer workstations equipped with high speed Internet access and popular PC programs for public use.• Computer classes.• Internet access for users with personal laptops via numerous data ports throughout the Library as well as via the Library's wireless LAN.• A collection of up-to-date legal materials.• Genealogy collection and resources.• Riverside County Economic Development Agency information kiosk.• In-person and remote reference service.

Service Indicators	<ul style="list-style-type: none">• Fill at least 80% of patron requests for information as determined by sample surveys of library users.• Increase by 50% the size of the reference collection during the first three years of operation in the new library.• Offer at least 10 classes per year in computer instruction in the new library.• Evaluation of classes by attendees.• Provide at least 34 high-speed Internet access workstations for use by the general public during the first year of operation of the new library. (During the hours the Technology and Homework Center is not staffed, those 24 computers are also available to all Library users.)
Objective 3.3:	To offer regularly scheduled programs of interest to adults in the community.
Services Provided	<ul style="list-style-type: none">• Book discussion groups.• Videoconference programs.• Friends of the Library-sponsored programs.
Service Indicators	<ul style="list-style-type: none">• Attendee evaluations of the programs for adults.• Number of programs offered and attendance at regularly scheduled programs per year in the library.• Attendee evaluations of teleconferenced programs.• Number of teleconferenced events and number of people attending.• Attendee evaluations of Friends of the Library programs.• Number of Friends of the Library programs and attendance.

Objective 3.4: To reach local residents with a variety of outreach programs and offer opportunities to participate in library volunteer programs.

Services Provided

- International languages collection.
- Books to shut-ins program.
- Volunteer program.
- Friends of the Library Bookstore

Service Indicators

- Increase by at least 50% the number of Spanish Language materials available in the library during the first two years of operation in the library.
- Establish collections in international languages other than Spanish.
- Serve at least 50 residents per month through the books for shut-ins program.
- Increase current levels of volunteer activity in the library.
- Hold monthly volunteer coordination meetings.

Needs Met by
Goal 3:

Overview. Community analysis information for Temecula suggests that residents of the area tend to be dual earner families who own their own home and who have a high expectation for quality library service. Residents value access to print as well as computer resources and place high importance on a well-stocked library as well as staying current with technology trends.

Among respondents to the Godbe survey, the greatest percentage (49%) placed “expanding the permanent books and materials collections” as their highest priority. Other services that ranked as high priorities included “upgrading the library computer and Internet technology” (38%), “providing quiet areas for groups such as seniors and those who like to read quietly” (29%), “offering introductory computer and word processing courses” (24%), and “having the most up-to-date computer technology” (76% “critical” or “very important”).

Many residents of the area are knowledge workers and they frequently commute to jobs in other areas, thus services tailored to commuters ranked as highest priorities for many. For example, 47% of respondents placed expanded evening hours as a highest priority (82% felt that offering evening hours during the week is “critical” or “very important”) and 57% felt that a collection of books on tape and CD was a “critical” or “very important” service component.

Survey respondents also ranked literacy and other lifelong learning services very high on the list of critical services. The following survey results support such services:

- “Providing adult literacy programs” (36% highest priority)
- “Providing family literacy programs” (34% highest priority)
- “Offering multicultural programs and materials (52% consider “critical” or “very important”)
- “Providing book delivery services to those who are physically unable to visit the Library” (75% consider “critical” or “very important”)

In response to these priorities as expressed by the residents of Temecula, this plan of service concentrates on expanding book resources, improving access to computer technology, offering more and later hours, and providing literacy, ESL, and other outreach services to residents of the community.

Needs Met by
Goal 3:
(continued)

Adequate print resources. The current branch library circulated over 411,000 items last year, more than any library in the Riverside County Library System. Capacity of the new library will be approximately 131,822 items, nearly double the current branch library capacity. Additionally, the current branch library facility will remain with a collection of popular adult and juvenile materials. These materials will continue to be purchased by library staff, with funds from the Riverside County Library System. We believe that with additional space in the library, we can professionally select and make available the resources required by the community.

Adequate non-print resources. Meet demands for audiovisual materials in the library. The current branch library has not had the space available to provide the resources needed to meet the huge demand for audiovisual materials, especially books-on-tape, books-on-CD, and DVDs. With additional space, and as funds are available, collecting in these high-demand formats will be a priority.

Computer Classes. Many patrons have requested computer classes in the library. There has until now been a lack of space and equipment to conduct the classes and of staff to run this program. However, no other agency in Temecula is currently offering computer classes and at a recent test program, around 50 persons signed up to receive training on the library's computers. Offering this service will be a priority in moving into the new Temecula Public Library with its available space and additional machines.

Access to legal materials. Staff receives many requests from patrons for legal materials. Many of these materials are beyond the scope of what the library can offer, but many self-help and basic legal materials would be appropriate if space were available. With greater space and as funds are available, collecting in this area in both print and online resources will be a priority.

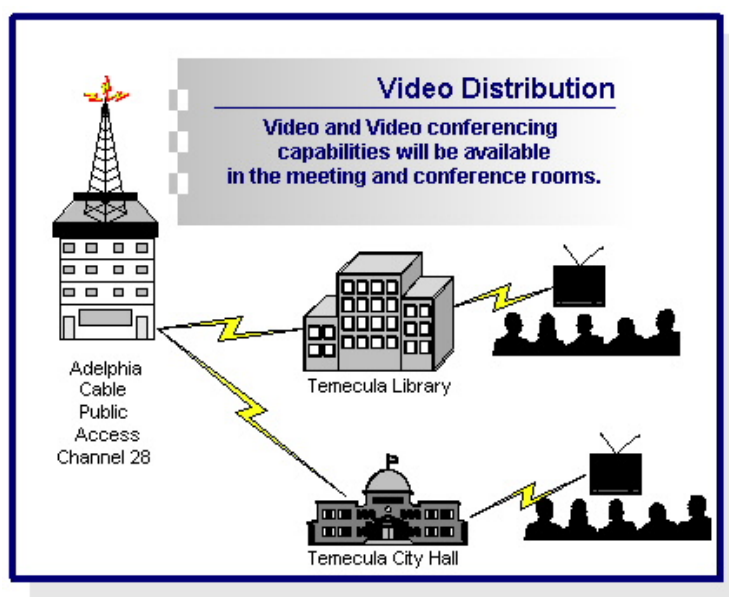
Genealogy collection and resources. Genealogy materials comprise a key element of the current branch library collection. Because of community interest in these resources as well as their heavy use, this collection is likely to remain important and grow in the coming years. A related service that will continue regardless of where the collection is located, is the provision of a genealogy tutor, funded by a city grant, who works in the library once a month providing assistance with print and computer searches.

EDA kiosk. The new Temecula Public Library will offer an electronic information kiosk provided by the Riverside County Economic Development Agency. The kiosk may be used by persons seeking a variety of county information including locations for county services, job postings, and schedules of upcoming events. The kiosk will be housed in the reference area of the new library.

Needs Met by
Goal 3:
(continued)

In-person and remote reference services. The branch library maintains a robust reference service that receives over 190,000 reference questions per year, nearly 40% of all reference questions received in the Riverside County Library System. This volume of reference service is anticipated to increase as the population grows, making the augmentation of the reference collection a priority for collection development.

Video Conferencing Programs will take place in the Library's Community Meeting Room. The video will be a secure, private line and will be available to all community groups, civic organizations and business and economic development groups.



Friends of the Library-sponsored programs. The Friends of the Temecula Library have long planned to begin sponsoring and conducting programs in the new Temecula Public Library. These programs would include book and author talks, speakers, travel programs, life-skills workshops, and other popular topics for adults. Among these programs will likely be a collaboration with the local Jane Austen Society, a group of residents who are ardent fans and promoters of the works of that nineteenth-century author.

International Languages Collection. In the current County branch library, space is severely limited for non-English language materials. Nevertheless, the library has offered a small collection of books in Spanish that have been heavily used. With greater space available and as collection development funds are available, the intent is to make the collection in non-English language materials a priority. This includes not only the Spanish language, but also materials to serve an increasing number of patrons who speak Asian languages such as Korean, Vietnamese, Chinese, and Hindi.

Needs Met by
Goal 3:
(continued)

Books to shut-ins program. Books for shut-ins was identified as a priority for many respondents on the needs assessment survey and some members of the Friends of the Temecula Library have sought to establish such a program in the past. Staff concurs that there is likely a need in the community and would like to explore ways to serve that need once the library has moved into a new facility.

Volunteer Program. The current County branch maintains a vigorous volunteer program with as many as 75 to 100 volunteers working at the library on a regular basis, some as many as 20, 30, or more hours per week. This program has been a lifesaver during the past few years as volunteers have relieved staff workloads, presented programs, operated the Friends of the Temecula Library bookstore and performed other key functions in and for the library. The volunteers are honored every year with a volunteer recognition luncheon and awards presentation attended by city and county dignitaries. Not only will the volunteerism continue to be needed at the new Temecula Public Library, but will be a required component in realizing the goals of this plan of service.

Friends of the Library Bookstore. For some years, the Friends of the Temecula Public Library have operated an ongoing bookstore near the existing County branch library. The bookstore has been a popular fixture selling next-to-new donated materials and generating a steady flow of funding that has been used to help the library each year with special projects, programs and activities. The conceptual plan for the Temecula Public Library sets aside 1,098 square feet for the Friends bookstore, workshop and storage, a significant increase over the existing space available at the current branch. The much-needed additional space will meet the needs of the growing Friends organization and will allow it to offer more materials for sale through its bookstore efforts. The revenues generated from this activity will be used to benefit the Temecula Public Library.

4. TYPES OF SERVICES TO BE OFFERED

A. Hours of Operation

Plans are to operate the new Temecula Public Library at approximately 60 hours per week and at the existing County branch library at a reduced 30 hours per week for a total of 90 service hours per week. A likely schedule for the new Temecula Public Library is:

Monday through Thursday	10:00 a.m. to 9:00 p.m.
Friday	10:00 a.m. to 6:00 p.m.
Saturday and Sunday	1:00 p.m. to 5:00 p.m.
Total weekly service hours	60 hours

B. Staff Resources

Staff Level	New Temecula Public Library	Existing Library Branch
Site manager		1.0 FTE
Library manager	1.0 FTE	
Librarian (MLS)	4.0 FTE	
Library associate	2.0 FTE	1.0 FTE
Library technician	2.0 FTE	
Library assistant	5.0 FTE	2.0 FTE
Volunteer coordinator	1.0 FTE	
Page	2.6 FTE	1.5 FTE
Total FTE count	17.6 FTE	5.5 FTE

C. Community Partnerships

Over the years, the County Library Branch staff has developed a number of key community partnerships that have greatly benefited the library and its users. These include neighboring libraries such as the Temecula Valley Unified School District, the Temecula Valley Museum, Temecula Even Start and Healthy Families projects, the Riverside County Economic Development Agency, and, of course, the Friends of the Temecula Public Library. The specific roles of these agencies in this plan of service are described in the table at the end of the plan.

D. Implementation Plan

Services to be Offered in the Temecula Public Library

Service to be Offered	Staffing	Programming	Hours of Service	Collections	Special Services/ Partnerships	Meets Community Needs
GOAL 1 CHILDREN'S SERVICES						
Objective 1.1 To provide Library services to all preschool children in Temecula, their parents and caregivers.						
<i>Regularly scheduled toddler story hours</i>	Children's librarian to plan and present with support from library assistants and volunteers	Recurring cycles of weekly story hours for toddlers	Offered mostly during morning hours	Collection to serve the youngest library users	Friends of the Temecula Public Library	72% of residents surveyed consider preschool programs "critical" or "very important"
<i>Regularly scheduled story hours for preschool children</i>	Children's librarian to plan and present with support from library assistants and volunteers	Recurring cycles of weekly story hours for pre-school children	Offered mostly during morning hours.	Picture book collection	Friends of the Temecula Public Library	Helps prepare children to enter school reading or ready to read
<i>Story hours in English and Spanish</i>	Children's librarian to prepare with support from Families for Literacy Program	Presented at regular intervals throughout the year	Offered during morning or weekend hours	Spanish language books for children	Project partners include RCLS Families for Literacy, Even Start, and the Temecula Valley U.S.D.	52% of residents surveyed consider multicultural programs "critical" or "very important"
<i>An exciting collection of materials to support early childhood reading</i>	Materials to be selected by the children's librarian		Available at all hours the library is open	Easy reader books		"Expanding the books and materials collections" ranked the highest priority among residents surveyed
<i>Parenting materials</i>	Materials to be selected by library manager and staff		Available all hours the library is open	Parenting collection		Supports the informational needs of young parents, a key client group.
<i>Reading Buddies Program</i>	Volunteer Coordinator and TVUSD staff	Buddy pairs meet weekly	Individually scheduled by Reading Buddies	Easy reader and Juvenile fiction	Temecula Valley Unified School District/volunteers	TVUSD Partnership, early reading, reading readiness

Service to be Offered	Staffing	Programming	Hours of Service	Collections	Special Services/ Partnerships	Meets Community Needs
Objective 1.2 To reach all students in the Temecula Valley Unified School District, inform them of services available at the library, issue them a library card, and serve as a resource and curricular support to improve the academic achievement and enjoyment.						
First-grade class visits.	The children's librarian will provide tours.	Students introduced to library services	Scheduled for specific weeks year		Partnership with the Temecula Valley USD	Supports reading needs of school-age children
Coordinate activities with Even Start Program of the School District	To be staffed by the TVUSD with support from library staff	Programs and one-on-one services to be scheduled on regular and as-needed basis	Available for scheduled training and tutoring sessions any hour the library is open	Library will maintain a collection to support library literacy activities	Partners include Temecula Valley USD, City of Temecula, Riverside County, and the RCLS Literacy Program	69% of residents surveyed believe family literacy programs to be a "critical" or "very important" component of library service
Programs for children K-8 th grade and their families	Programs scheduled, planned and promoted by library children's services staff	Programs for school-aged children & their families on a variety of high-interest topics	Minimum of two programs per month to expand as needed	Juvenile collections		Programs for this age have been highly popular and consistently drawn crowds of 75-100 attendees
Reading promotion activities	Children's services staff plan and execute all activities associated with this service	Summer reading club and other regularly and specially scheduled programs	Summer reading club held each summer	Juvenile fiction and non-fiction collections	Friends of the Temecula Public Library	75% of residents surveyed believe summer reading program is a "critical" or "very important" component of library service
Strong print and non-print collection	Materials to be selected by the children's librarian		Available all hours that the Library is open	All youth collections		"Expanding the permanent books and materials collections" highest priority
Interdistrict Distribution System	County Library staff and School District staff.	Delivers materials from the Library to the school facilities	Regular daily service		Partnership with the County Library and the Temecula Valley USD.	Students surveyed ranked delivery of requested Library materials to school sites as a priority service

Service to be Offered	Staffing	Programming	Hours of Service	Collections	Special Services/ Partnerships	Meets Community Needs
GOAL 2. YOUNG ADULT SERVICES						
Objective 2.1 Provide Temecula's teens with an attractive area of the Library with a variety of resources appropriate to the teen years.						
An inviting, separate space for teens	Library staff will supervise this area from the front desk of the library		Available all hours the library is open			29% of Temecula families have children ages 13 or 14; 31% have children 15 to 18
Age – appropriate collections of print and non-print resources	Materials to be selected by the Library staff		Available all hours the library is open	Young Adult collections		Survey respondents ranked improving and expanding collections as highest priority improvement
Objective 2.2 Make available a Technology and Homework Center featuring the latest technology and basic homework assistance, in cooperation with the Temecula Valley Unified School District.						
Computer workstations dedicated to use by teens.	To be staffed by school personnel with support from library staff	Activities in the center will include access to school resources in the library and to other databases.	Available after school and until closing when the library is open and on weekends.		A partnership between the City of Temecula, the County Library System, and the School District	Students surveyed ranked improved computer and Internet access as the second priority for improvement (after expanded collections)
After school, evening and weekend homework assistance in a supervised atmosphere	To be staffed by school personnel with support from library staff	Activities in the center will include one-on-one tutoring, and access to school resources in the library	Available after school and until closing each day the library is open and on weekends.		A partnership between the City of Temecula, the County Library System, and the Temecula Valley USD	Providing after school programs such as homework and study assistance was ranked as the third highest priority among residents surveyed.
Training classes on computer use, data base searching, etc. Web-based learning training, web-casting a virtual teacher	To be staffed by school personnel with support from library staff	Activities will include computer literacy training classes.	Available after school and until closing when the library is open and for weekend programs.		A partnership between the City of Temecula, the County Library System, and the School District	Requested by the School District due to space crunch at schools

Service to be Offered	Staffing	Programming	Hours of Service	Collections	Special Services/ Partnerships	Meets Community Needs
Access to the Internet via the Library's wireless LAN for students with laptops.		Access to Internet resources needed for school research	Available during all hours of library operation		A partnership between the County Library and City IT staff	Students surveyed ranked improved computer and Internet access as the second priority for improvement (after expanded collections)
Access to databases	School District staff will select	Access to databases for assignment completion	Available during all hours of library operation	School District electronic databases	A partnership between the TVUSD, the City of Temecula, and the Library	Providing after school programs such as homework and study assistance was ranked as the third highest priority among residents surveyed

Service to be Offered	Staffing	Programming	Hours of Service	Collections	Special Services/ Partnerships	Meets Community Needs
GOAL 3. ADULT SERVICES						
Objective 3.1 To provide a collection sufficient breadth and depth to meet patron informational and entertainment needs for library materials.						
A comprehensive collection of adult print resources.	Materials to be selected by library staff under the direction of the library manager		Available all hours the library is open	A collection of adult fiction, non-fiction and AV materials		"Expanding the permanent books and materials collections" ranked as the highest priority among 49% of those surveyed
A popular collection of audiovisual resources.	Materials to be selected by library staff under the direction of the library manager		Available all hours the library is open	A collection of adult AV materials, including books on CD and tape, videos and DVDs		"Expanding the permanent books and materials collections" ranked as the highest overall priority among residents surveyed
Objective 3.2 To provide a collection of reference materials and technology resources to meet the information needs of Library users; provide access to technology and technology -based information services; support the County Library's reference goals by serving as the Mid-South Zone regional reference center.						
Reference collection of up-to-date materials.	Materials to be selected by library staff under the direction of the library manager		Available all hours the library is open	Reference collection plus electronic databases provided by the County Library		Nearly 40% of all reference requests received in the County Library System were logged in Temecula
Computer workstations equipped with high speed Internet access and popular PC programs for public use	Circulation desk staff will monitor computer use in the library including scheduling, troubleshooting and calls for service		Available all hours the library is open			30% of survey respondents found offering Internet access to be "critical" while an additional 46% found it to be "very important"

Service to be Offered	Staffing	Programming	Hours of Service	Collections	Special Services/ Partnerships	Meets Community Needs
Computer classes	Staff will plan and present computer classes	Small group instruction in basic computer literacy, Internet, and use of standard computer programs	To be presented as possible and needed, on a cycle of monthly or bi-monthly presentations			57% of residents believe that computer and word processing classes are "critical" or "very important"; 50% for Internet classes
Internet access for users with personal laptops via numerous data ports throughout the Library as well as via the library's wireless LAN		Access to Internet resources needed for school research	Available during all hours of library operation		Partnership between the County Library and City IT staff	Survey respondents viewed provision of current technology in the Library as of utmost importance
A collection of legal materials.	Materials to be selected by library staff under the direction of the library manager		Available all hours the library is open	A collection of legal resource materials		No other collection is readily available
Genealogy collection and resources.	Materials to be selected by the manager; services to be provided by library staff and volunteers	Local genealogy groups will provide volunteers to assist with research and programs	Collection available all hours the library is open; special programs to be scheduled.	A collection of genealogy and local history items	Temecula Genealogical Society; Temecula Valley Museum	The genealogy collection has great local interest .
Riverside Co. Economic Development Agency county information kiosk	The kiosk is self-service		Available all hours the library is open		Kiosk provided as a service of the County Economic Development Agency	Residents have ranked job information in electronic format a high priority
In-person and remote reference services	Library staff (professional reference librarian and para-professional aide) provide information assistance		Available all hours the library is open	Reference collection plus access to electronic databases provided by the County Library		Nearly 40% of all reference requests received in the County Library System were logged in Temecula; will also support joint venture activities with the School District

Service to be Offered	Staffing	Programming	Hours of Service	Collections	Special Services/ Partnerships	Meets Community Needs
Objective 3.3 To offer regularly scheduled programs of interest to adults in the community.						
Book discussion groups	Library staff and volunteers oversee this popular program		At least monthly		Friends of the Temecula Public Library	Highly popular and longstanding program
Videoconference programs	Library staff will oversee scheduling and presentations	Presentation of a variety of programs such as adult education, cultural programming, etc.	As scheduled; as program opportunities become available		Cooperation on technical level between County Library and City IT staff	Expands access to education, training and cultural opportunities
Friends of the Library-sponsored programs	To be staffed by volunteers with support from library staff	Adult programs to be sponsored and presented by the Friends of the Library	As scheduled with a goal of monthly programs		Friends of the Temecula Public Library	Addresses an ongoing need and desire for adult programming
Objective 3.4 To reach local residents with a variety of outreach programs and offer opportunities to participate in library volunteer programs.						
International languages collection	To be selected by library manager and professional staff		Available all hours the library is open	Collections of adult International Languages print and non-print materials		52% surveyed consider multicultural services "critical" or "very important"
Books to shut-ins program.	Library staff will coordinate contacts; volunteers may help deliver materials to the home-bound		Available as needed	All print and non-print collections as appropriate	Friends of the Library, Library Volunteers	This service was identified as a priority by many respondents in the needs assessment survey

Service to be Offered	Staffing	Programming	Hours of Service	Collections	Special Services/ Partnerships	Meets Community Needs
Volunteer program	Volunteer coordinator recruits, trains, and assigns volunteers		Volunteers work at the library nearly every hour the library is open		Friends of the Library, Library Volunteers	Historically, the use of volunteers has been key to the Temecula Public Library's ability to offer its full range of services.
Friends of the Library Book store	Staffed by volunteers	The Friends of the Library would continue to operate a separate store in which they sell donated books to raise money for special library projects	To be determined, but mainly coinciding with library hours		Project of the Friends of the Temecula Public Library	The current book sale has been a popular service that provides a steady source of income for the Friends that, in turn, benefits the library

E. Joint Venture Project

The City, the County Library and the Temecula Valley Unified School District (District) have joined together to provide a Technology and Homework Center in the Temecula Public Library. This collaborative joint venture brings the strengths of each organization together to provide a much-needed service to the youth of Temecula.

Identification of the Need for this Project

From the demographic analysis of the Community Library Needs Assessment the following findings relate to the library service needs of Temecula's youth:

1. Temecula's Middle and High Schools fall below the state API mark of quality.
2. Nearly 26% of the population of Temecula is school age (ages 5-17), higher than the County (22%), the State of California (20%) and the United States as a whole (19%).
3. Nearly 83% of the households in Temecula have children under 18 years. This is a strikingly larger proportion than the County (73.6%), the State of California (68.9%) and the United States as a whole (68.1%).

Other information gathered in the community analysis shows that the Temecula Valley Unified School District is building schools rapidly to meet the growing youth population, but facilities are crowded and media resources are limited in most locations. At the high school nearest the site of the Temecula Public Library, the school library has only 3 books per student, a far cry from the State standard of 20 items per student.

From the community surveys, both qualitative and quantitative, respondents placed a high value on the education of youth, rating homework assistance, access to technology and online resources, and more hours of service as some of the most critical needs.

Students were surveyed as a separate group for the Needs Assessment. Two hundred thirty-two students from grade school, middle school and high school completed written surveys and identified a mix of traditional and non-traditional library services. Although the most common task performed by students at the Library was simply checking out books to read at home or school, most also mentioned using the Internet, chatting with friends online, and checking out multimedia materials, such as CDs and DVDs. Students (and younger individuals identified in the telephone survey)

were the most likely demographic groups to recognize value in the Library offering technology and multimedia materials to its users. Unfortunately, as identified in the resident survey, the number of computer workstations currently available in the County Library Branch (there are currently a total of seven) and the availability of multimedia materials received nearly the lowest levels of satisfaction of the many aspects tested.

Needs Assessment Statistic

76% of respondents expressed that "having the most up-to-date computer and Internet technology" was "very important or critical".

When students were asked specifically about their interest level in a list of library services, several options rose to the top. Expanding the multimedia collection was the most popular, which is not surprising given that students mentioned accessing multimedia materials as one of their most common activities at the library. Increasing library hours was also very popular. Students who participated in the qualitative portion of the study were quick to point out that the County library branch is currently only open until six o'clock during the week except for Monday night, when it is open until nine. The current location of the branch at the far north end of town, and these hours make it very difficult for students to use the library for homework or school-related projects during the week. Students also identified having the ability to access the Library's collection via the Internet as a high priority for themselves and their classmates.

Addressing Identified Student Needs

The Joint Use Cooperative Agreement entered into by the District, County and City will fulfill many of the student and community needs identified in the Community Library Needs Assessment.

Recently, the District approved and the State of California accepted the Library/Media and Technology Improvement Plan 2002-2007 for Temecula Valley Unified School District (Plan). All Technology and Homework Center (THC) activities and programs will be designed to incorporate the goals and objectives identified in the Plan. The software, research techniques and instruction provided will enhance and complement those components as offered by the District in the classroom.

Homework assistance, Internet access, computer literacy classes, and adequate computer workstations were high needs identified in the Needs Assessment. The THC will accommodate 24 computer workstations for K-12 students. An additional 34 workstations will be available throughout the library. High speed Internet access from all library workstations will be provided via a T-3 line. THC workstations will be equipped with flat screens and input devices at a workspace that also offers a hard surface adequate to complete handwritten assignments. This configuration will facilitate a move toward a 21st Century use of technology, research and homework. During THC hours, qualified District staff will offer individual and small group tutorial assistance for K-12 homework completion. During library hours when the THC is not programmed for homework assistance or other District programs, it will be available for use by the general public, enhancing computer access for the community.

Students will be able to access homework assignments at the THC via high-speed Internet connections for completion. District staff instructors will be available during THC hours for individual tutorial assistance. The City will subscribe annually to District-subscribed electronic databases and web sites for access from all THC workstations. These resources will assist students in researching and completing homework assignments after school hours.

District staff will plan and implement computer classes for K-12 students to be offered in the THC. The classes offered will be age appropriate to the students and will coincide with the types of programs and instruction students are receiving in the classroom.

The Temecula Public Library will provide increased hours of service, particularly in the evening to assist our large commuting population. The library will offer 60 hours of service each week. The Technology and Homework Center will have specific hours when District-staffed assistance is available. Those hours are as follows:

Monday through Thursday	4:00 p.m. to 8:00 p.m.
Sunday	1:00 p.m. to 5:00 p.m.

Total weekly service hours

20 hours

The Plan of Service at the new Temecula Public Library will offer an additional eight hours of evening service per week, as well as retain 30 hours of service per week at the County branch library. The Temecula Public Library will provide later evening service until 9:00 p.m. Monday through Thursday.

Additional technology workstations, high-speed Internet access, homework assistance for K-12 students and increased collections and hours of service were consistently identified as the highest needs in the Community Library Needs Assessment. The Plan of Service strives to meet these student needs in a collaborative and effective manner.

5. JURISDICTION-WIDE SERVICE: THE TEMECULA PUBLIC LIBRARY AND THE RIVERSIDE COUNTY LIBRARY SYSTEM

The new Temecula Public Library will operate much as a branch of the Riverside County Library System. Like all branches of the RCLS, the Temecula Public Library will be managed by the staff of Library Systems and Services (LSSI), a library management company that has partnered with the County to manage daily operations of its libraries since July 1997.

While it has been a priority of the County Librarian to permit the greatest amount of local control possible in the local libraries, the Temecula Public Library does benefit from participation in the larger county system. System-wide services include the following:

- Access to the Riverside County Library System Union Catalog.
- Patron access to 1.6 million items in the catalog with the ability to borrow most of those items within two days.
- Twice daily courier delivery service through which Library materials may be sent and received.
- Interlibrary Loan Services provided from the Temecula Public Library.
- Interlibrary Loan Services with the San Bernardino County Library System, making an additional 1.1 million items available to Temecula Public Library patrons.
- Staff development and training services provided to all county library staff.

The new Temecula Public Library will also act as a principal resource center providing support services to other libraries in the Mid-South Zone. These services include:

- Providing reference back-up services for libraries when they are not able to answer reference questions with available resources.
- Performing title and author searches and verifications.
- Referring questions from zone libraries on to the Inland Library System as appropriate.
- Providing staff expertise and assistance with special projects and programs. In the past this has meant helping other libraries with collection development and weeding projects, children's programming, and moving projects.
- Maintaining special resources for use by other libraries such as materials for children's programs.

- Providing hours of access broader than those in neighboring libraries so that users of those libraries have an alternate library when their preferred library is closed.

The three main goal areas represented in this plan of service—Children's, Young Adult, and Adult Services—are consistent with those for other libraries in Riverside County and many of the projects identified for Temecula coincide with priorities in other principal resource centers and other libraries across the county.

6. TEMECULA PUBLIC LIBRARY TECHNOLOGY PLAN

A. Executive Summary

The new Temecula Public Library will receive automation functions as a part of the Riverside County Library System, including an automated circulation system, a union catalog of the holdings of participating libraries, telecommunications support, hardware and software maintenance services, and full-text database access. The Plan of Service is predicated on the understanding that the Riverside County Library System (RCLS) will continue to provide automation services in the new Temecula Public Library.

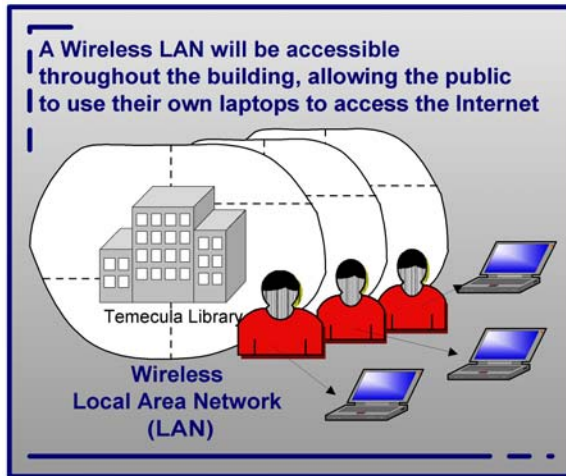
Ensuring robust access to state of the art computer resources has been a priority in all phases of the planning for the new Temecula Public Library. This was a stated priority of residents and local area students who responded to the opinion survey conducted by Godbe Research and Analysis in Winter 2002. Residents in that survey ranked "having the most up-to-date computer and Internet Technology" as their third highest priority among library service components. Residents and students seem also to want a variety of kinds of access:

- 76% found "Having the most up-to-date computer and Internet technology" was very important or critical
- 67% found "Ability to access the Library's online database and references via the Internet" to be very important or critical
- 57% responded that "offering introductory computer and word processing courses" ranked as a "critical" or "very important" service component
- 21% of students surveyed said that the library needed "more computers/Internet access (though, significantly, this was a secondary priority behind the 36% who said the library could benefit from a "bigger/better selection of books.")
- 23% of students responded that using e-mail or chatting online" was one of the things they liked most about the library

All these needs are being addressed in the new library. The new library will provide ten (10) online public access catalogs (OPACs), thirty-four (34) Internet stations and computers for public access to software applications, and twenty-six (26) computers for staff access. In addition to these computers, the library will also offer twenty-four (24) computers dedicated to use by school students for specific projects described in the joint-use agreement included with this application. The City of Temecula intends to purchase access for users at these 24 computers to the school's proprietary databases of school library holdings and information.

Needs Assessment Statistic

57% of respondents think that "offering introductory computer and word processing courses" is a "critical or very important" service.



Features of the Temecula Library technology configuration include:

- Wireless LAN throughout the building;
- Numerous data drops throughout the Library so that a jack can be available at every seat in the Library;
- Video conferencing capability in the Library's community meeting room;

- Merged data and voice lines over an Internet Protocol (IP) for maximum flexibility of growth and development of the Library's voice and data systems.

The library's communications will operate on at least fractional T-3 speed with Internet access provided via the RCLS's service provider. Residents will continue to have access to the library's catalog via the Web from home or work and library card holders can place reserves, renew materials, and search the library's full-text database services.

Finally, technology planning has been conducted with an eye toward maximum flexibility to add additional computer access in future years. A periodic IT audit will be conducted as a cooperative venture by the IT staff of the Temecula Valley Unified School District, County Library and the City, to ensure that IT needs of the library are met, and to make necessary modifications and upgrades as technology advances and needs change. These audits will be conducted at a minimum on an annual basis.

B. Technology Plan

(1.) Integrated automation system

The new Temecula Public Library will continue to operate as a site on the Riverside County Library System's automation network. This will ensure that the library continues to participate in the common automation system that links not only the 28 sites of the Riverside County Library System and all San Bernardino County Library System branches, but also the City of Riverside Central Library and five branches, the Moreno Valley Public Library, Murrieta Public Library, and the College of the Desert Library. This Plan of Service will also open the TVUSD library/media collections to electronic access by Library patrons. Continuing to participate in this network offers the library several advantages, including:

- Provision of automated circulation services using the DRA Classic software system
- Access by Temecula Public Library users to approximately 1.7 million items in the shared database including the ability to place requests on most of these materials and have them shipped to the Temecula within one to two days.
- Ability of the Temecula residents to use their library cards at any of the 36 libraries in the network without need of a different card
- Access to the library's full-text databases
- Remote access to the catalog of the Riverside County Library System from any computer with Web access with the ability of library card holders to place reserves, renew materials, and access full-text database services
- Full technical support of the automated system provided by the staff of the RCLS Data Center

These and other benefits of participation will save the new library significant resources over what would be required to purchase, install, and maintain a separate system. Such a system would provide no added functionality and would serve to isolate Temecula Public Library users from countywide and inter-county (San Bernardino) resources and services.

Staff access to the automated system at all service points, including the circulation desk, children's desk, reference desk, will be via PCs configured to run the DRA program. This allows flexibility in the ability to move easily between functions and modules of the system. Computers in staff-only areas will likely also be PC-based as well.

All library computers will have the capability to serve as OPAC workstations, but dedicated groups of OPACs will be distributed in the Adult and Reference Areas and in the Children's Reference Area. Two self-checkout terminals will make the checkout process speedier for patrons and allow for more efficient use of staff resources.

These machines will be PCs running catalog access via DRA's web-based product known as Web2, which can be configured to provide enhanced functionality in a user-friendly environment.

Staff will have access to the full range of functionality of the system for serving the public and maintaining bibliographic data. The configuration of workspace in the library provides for the charge and discharge of materials at the circulation desk, while the discharge and inventory of materials will be completed in the workroom and other staff areas of the library.

(2.) Internet Access

The Internet has been a highly popular service in the existing County branch library with all machines taken and a waiting list at almost any hour the library is open. The needs assessment survey indicates this will continue to be an important aspect of service for many residents in the new Temecula Public Library.

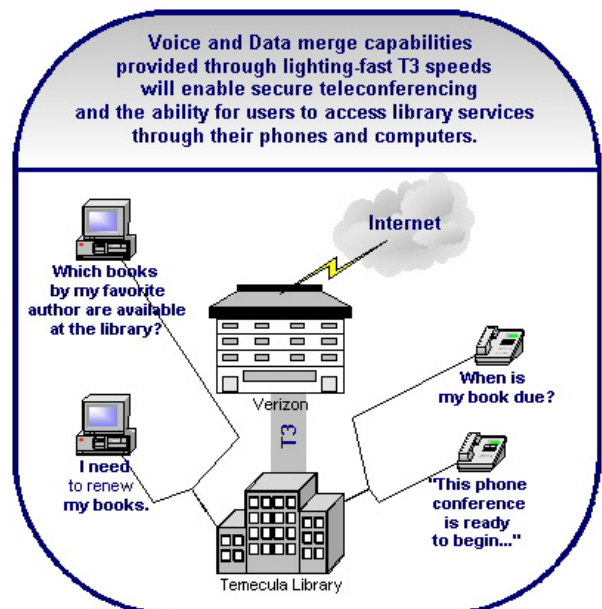
The new library will offer Internet access on twenty-eight computers in the adult area, six computers in the children's area and 24 computers in the Technology and Homework Center. Staff intends to continue to experiment with express machines for 15-minute use and other ways to enhance access to this service. Staff will also offer Internet training classes in the library including how to search for information and classes in html design and Internet services.

In addition to desktop PCs, the Temecula Library will maintain a wireless LAN throughout the building that will allow users with laptops to access the Internet.

The Temecula Public Library will operate under the Internet Access Policy adopted by the Riverside County Board of Supervisors in 1999. Computers in the Technology and Homework Center and the children's area will have Internet filter protection similar to that used by the School District.

(3.) Telecommunications

Telecommunications will be delivered via a frame relay fractional T-3 connection. The Temecula Public Library will use a state-of-the-art secure network to prevent unauthorized access. The Library will use merged data and voice lines throughout the building to provide maximum flexibility of phone and data connectivity.



(4.) Database Access

The Riverside County Library System arranges access to full-text databases for use by all members of the automation network. The prime database available through the network is the Gale Infotrac General Reference Gold, which includes the full-text contents of over 6,000 journals, magazines, and newspapers. The network also offers access to Informe, a full-text database of Spanish-language materials. Other databases may be offered in the future as the need arises and prices become more favorable. These databases are available at all computers in the library as well as by remote access by library cardholders from any computer with an Internet connection. Collective purchase of these resources results in a much more favorable price for these materials than would be possible on a per-library basis. Contracts to provide access to these resources are negotiated annually or twice a year by library administration with input and evaluation from member libraries.

(5.) Video Conferencing Capability

The Library will support videoconference capability in the community meeting room. This capability will allow the public and staff to participate in teleconferenced programs, distance education, and other formal and informal educational opportunities from remote locations. This technology tool will also be available to non-profit organizations and businesses in the community.

(6.) Hardware/Software Maintenance

Hardware and software necessary to deliver library services in the Temecula Public Library will be installed and maintained by the staff of the Riverside County Library System Data Center. This includes software for both the DRA system needed to operate the automated circulation system as well as software applications on staff and public computers as needed. Data Center staff provide all on-site maintenance needed to keep computers and peripherals functional in the library. Further, Data Center staff can be reached via phone to provide help desk support any hours that the library is open.

(7.) Technology and Homework Center

Riverside County and the City of Temecula will partner with the Temecula Valley Unified School District to provide a Technology and Homework Center in the new library. This service will serve dual needs: supporting students working on homework assignments and augmenting computer literacy skills. Both these purposes were high priorities for residents and students in the community needs survey.

Students contacted in the needs assessment survey placed access to Internet resources as their second highest priority for the new library. The computer lab will provide 24 workstations configured with Internet and OPAC access as well as software necessary to complete various homework related tasks. The County will provide computer maintenance and support. The County will provide access to County Library databases. The City will support the cost of licensing access to the TVUSD proprietary electronic databases for use in the library. The School District will provide staff to manage the center and facilitate student access to the resources needed to support their homework research needs and to conduct computer classes. The Technology and Homework Center will also have college and career resources available electronically and in print form.

(8.) Planning for Future Growth

The Temecula Public Library will open with a minimum of ten computers dedicated to OPAC access, thirty-four computers for program applications and Internet access use by the general public, twenty-four computers in the Technology and Homework Center, twenty-six staff computers, and two self-checkout computers for a total of ninety-six (96) computers.

All partners in this project—the County, City, and School District—are fully aware of the nature of the shift that is occurring toward the digitization of resources. For that reason, the new Temecula Public Library will be designed to accommodate a significant expansion in the number of computer workstations. The new library will be constructed with sufficient cabling, outlets and data ports to run 160 computers. Further, the floor plan is designed with consideration given to how book stacks could be removed and replaced by computer terminals if the shift to digital formats should accelerate in the coming years.

A periodic IT audit will be conducted as a cooperative venture by the IT staff of the Temecula Valley Unified School District, County Library and the City, to ensure that IT needs of the library are met, and to make necessary modifications and upgrades as technology advances and needs change. These audits will be conducted at least once a year.

Finally, the Riverside County Library System is exploring the possibility of replacing the current library automation system with a second generation system that could provide greater functionality, be maintained more economically, and provide capacity for growth in future years.

C. Technology Components of Goals and Objectives

Goal 1. – Children’s Services – Create an environment of excitement and wonder that will encourage young children to discover books and reading.

Objective 1.1 To provide Library services to all preschool children in Temecula, their parents and caregivers.

Primarily the focus of our preschool children’s program will be to provide students with a strong foundation for reading using print resources, however, six computers will be available in the children’s room to allow young children to discover the Web and the many educational resources contained there. Early educational programs will also be available on these computers.

Objective 1.2 To reach all students in the Temecula Valley Unified School District, inform them of services available at the library, issue them a library card, and serve as a resource and curricular support to improve academic achievement and enjoyment.

Technology figures prominently in our means of addressing this objective. Our Technology and Homework Center will provide twenty-four computers for students to use to access K-12 resources in the Temecula Valley Unified School District, as a place for students to explore the Web as a resource for homework assignments, and as a training lab for computer training classes for students.

School-age children will also make strong use of full-text database access provided through the County automation system as well as the availability of 1.7 million items held by the Riverside County Library System and searchable from any computer with web access in the library or remotely. These computers will support the proprietary electronic databases used by the School District on its computers.

Goal 2 – Young Adult Services – To offer library services and resources relevant to the needs of students ages 12 to 18 and thereby assist in providing for teenagers a strong educational and cultural foundation for adult life.

Objective 2.1 Provide Temecula’s teens with an attractive area of the Library with a variety of resources appropriate to the teen years.

Students responding to the needs assessment survey found availability of computer resources to be their third highest priority for the new library. Currently, the County branch library has no space available to significantly expand the availability of computer resources for teenagers. In the new Temecula Public Library, however,

between computers in the Technology and Homework Center (24) and computers available to the general public (34), there will be fifty-eight computers for use by young adults. The library will be built to accommodate a capacity for an ultimate build-out of 160 computers. Further, the library's career collection will also feature online information on employment, careers, and colleges and universities.

Goal 3 – Adults – The library will be a resource for adults to continue their lifelong learning, aid their occupational goals, provide cultural enrichment, and assist in the education of their children.

Objective 3.1: To provide a collection of sufficient breadth and depth to meet patron informational and entertainment needs for library materials.

Technology resources are key to achieving this objective since large amounts of resources are now available online. We anticipate a significant and growing percentage of information needs by adults will be provided in electronic formats. Adults seeking information in the library will have a variety of options to access that information electronically either via the Internet on the public access computers, via staff searches for online information, from the EDA kiosk, or using the full-text periodical index available from within the library or remotely via a Web connection.

Objective 3.2: To provide a collection of reference materials and technology resources to meet the information needs of Library users; provide access to technology and technology-based information services; support the County Library's reference goals by serving as the Mid-South Zone regional reference center.

A primary goal of the new Temecula Public Library is the provision of public access to up-to-date technology. The new library will open with a total of 58 computer workstations available to the general public - a significant increase over the 7 computers currently available at County branch library. All of these computers will have Internet access via a T-3 high-speed connection and will be equipped with popular software application packages and full-text databases.

Videoconferencing capabilities will be available to students, businesses and the general public for a variety of educational and commerce-based opportunities. Web-casting is yet another use of technology that will be available for educational and other endeavors. The library will be equipped with wireless LAN technology, allowing the public to access the Internet from anywhere in the library, using their own computer equipment.

Computer classes are in great demand within the community. Library staff has attempted to offer such classes in the past in the current branch library, but limited space and equipment made it impossible to meet the tremendous demand for these services. The new Temecula Public Library will offer the space and equipment

necessary to provide regular, scheduled computer and Internet training classes to the public. In an era of ever-changing and evolving technology, these classes will provide a vital service to library patron to ensure that they are able to remain on the forefront of the technology age. These skills are necessary for our residents and business community to realize their educational and professional goals.

Acting as the regional reference center for the Mid-South Zone of the Riverside County Library System, the Temecula Public Library will have access to up-to-date full text databases, research techniques and materials. The use of state-of-the-art technology is critical to fulfilling this role within the library system.

Objective 3.3: To offer regularly scheduled programs of interest to adults in the community.

Technology provides yet another tool to reach out to members of the community that have not yet visited the library. The library's web page—currently in development—as well as the web page of the Riverside County Library System, will be used as a way to communicate with residents services available at the library. The new Temecula Public Library will also be linked from the City of Temecula's web page, increasing the public's access to library resources and information. For residents with an ongoing difficulty in visiting the library, the web page provides a convenient access to renewing or requesting materials and to search the catalog and full-text databases.

Library staff will also coordinate a series of computer training sessions in the library. No other agency in Temecula is currently offering computer classes and such classes have been often requested. Topics will likely include web page design, Internet searching techniques, basic computer use, and the use of commonly used software packages such as word processing, spreadsheet and desktop publishing.

Objective 3.4: To reach local residents with a variety of outreach programs and offer opportunities to participate in library volunteer programs.

The technical component of this objective is evident. The new Temecula Public Library will provide ten OPAC computers and fifty-eight workstations with access to the Internet and access to standard computer applications software. Videoconferencing and web-casting resources available in the new library will provide tremendous opportunities for distance learning, business outreach and other forms of distance communications.

While it is envisioned that library staff or other paid instructors will form the core of computer/technology trainers, there will certainly be opportunities for volunteers to share their special skills with the community.